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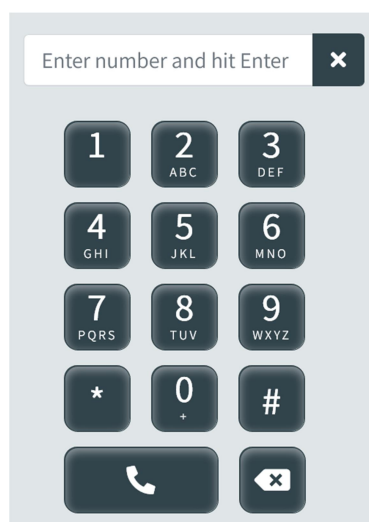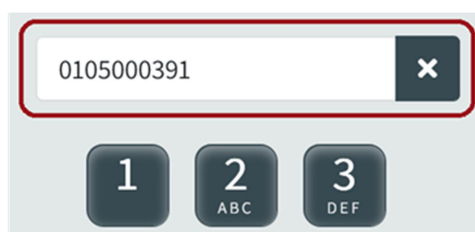
Technical
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SWITCH TELECOM SOFTPHONE USER MANUAL

Please find below an overview of the Switch Telecom's Softphone functionalities and features.

Making a Call
- Use the application dial pad or your keyboard to input the number you want to call:

- The number will appear in the number area right on top of the dial pad:

- Press Enter on your keyboard or click the dialling button on the dial pad to initiate the call:

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When the call has connected the following screen will appear:

Ext 8000 (Ext 8000)

00:19
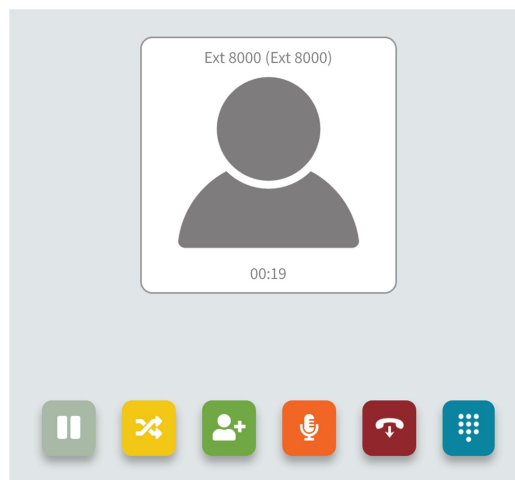
The Activation Buttons are as follows:

Place the call on hold

Transfer the call

Add a participant to the call

Mute the call

Hang up the call

Show or hide the dial pad

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Exploring the Call Buttons:

▪ **Hold/Resume**: Press the button to put the call on hold; once on hold the call will move to the top right corner of the screen as per the image below:
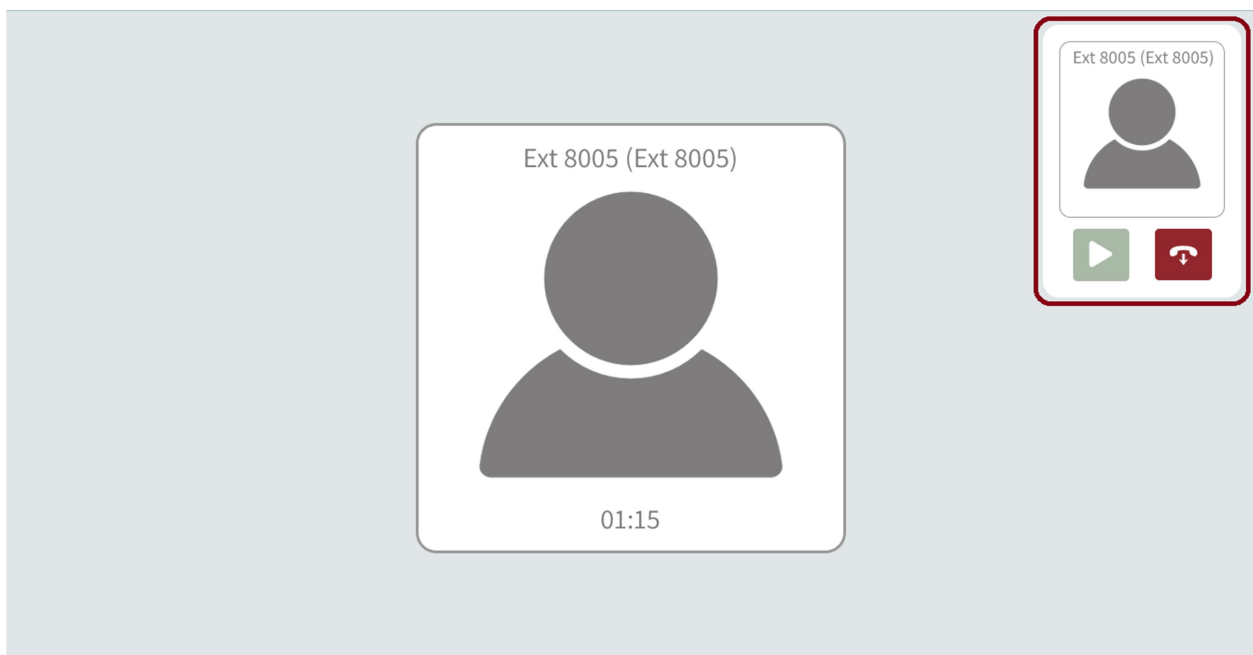
▪ Click the Play button to resume the call:

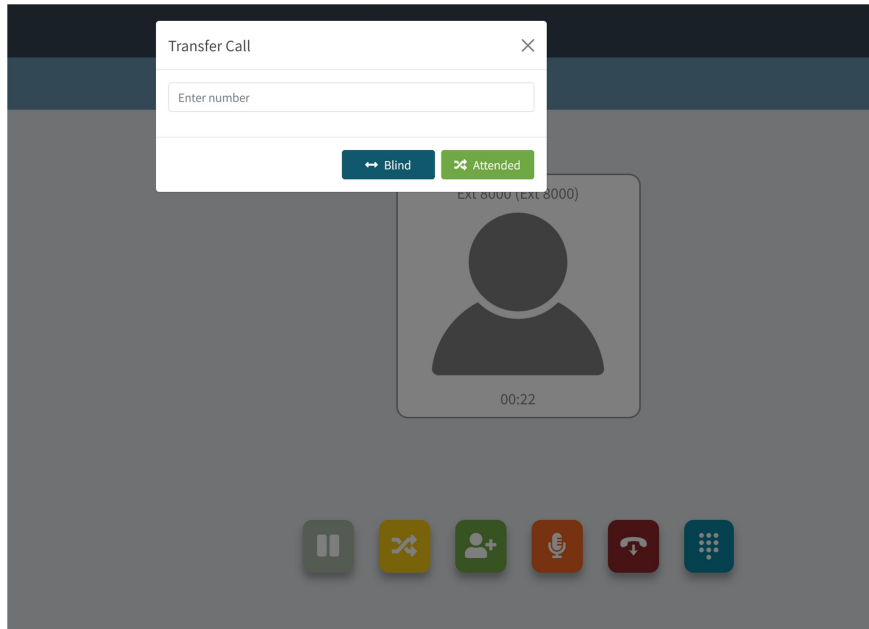▪ Click the Hang Up button to end the call:

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Exploring the Call Buttons Continued

Transfer a Call: Follow the steps below:

- Press the **Transfer** button, the below will pop up and you'll have two (2) options to input the transfer destination:
  Option 1: Enter the number manually in the field provided.
  Option 2: Type in part of the contacts name or number and select from the search results.

- The softphone provides you with two (2) types of transfer:
  Blind Transfer: The call is immediately transferred to the destination, terminating the call on your side.
  Attended Transfer: The current call is put on hold and another call is first made to the selected transfer destination, to confirm whether they want to take the call or not. If they do, you press on the **Transfer** button again.
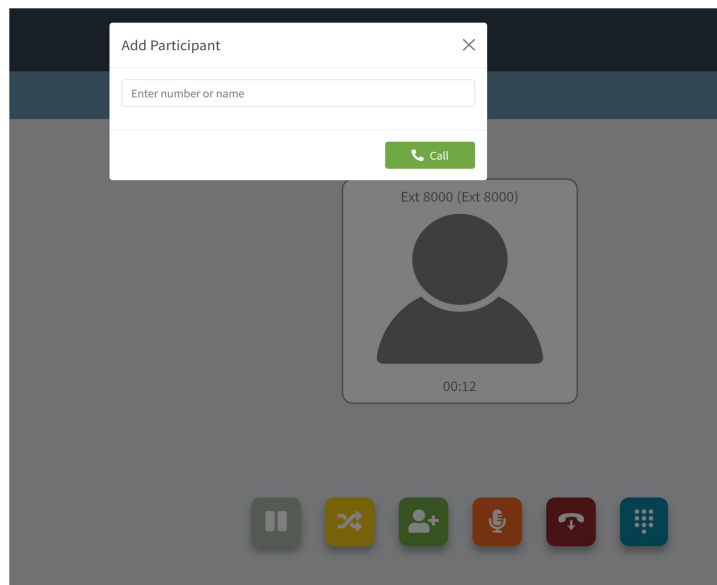
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Exploring the Call Buttons Continued
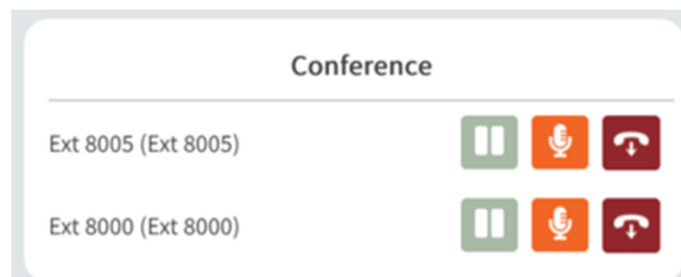
Add Participant: Follow the steps below:

- Press the **Add Participant** button; the pop up shown below will appear and you'll have two (2) options to input the 3rd participant's number or extension:

Option 1: Enter the number manually in the field provided.

Option 2: Type in part of the contacts name or number and select from the search results

Once you push the **Call** button (From the pop up), the current call you are on will be put on hold and another call will be made to the selected participant. Once they accept the call, press the **Add Participant** button to merge the two calls.

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Contacts and Call History

On the left-hand side of the Softphone you'll have access to all the extensions of the same Hosted Switchboard your extension is connected to and you'll be able to add your own contact list and view your call history.

Extensions
This tab lists all the extension of the same switchboard, with an indication of the extension status:
- **Green**: Available
- **Orange**: Ringing
- **Red**: Engaged/Busy

Contacts
This tab lists your own added contacts.
To add a contact: Click on the add contact icon, then fill in the details and click **Save**.

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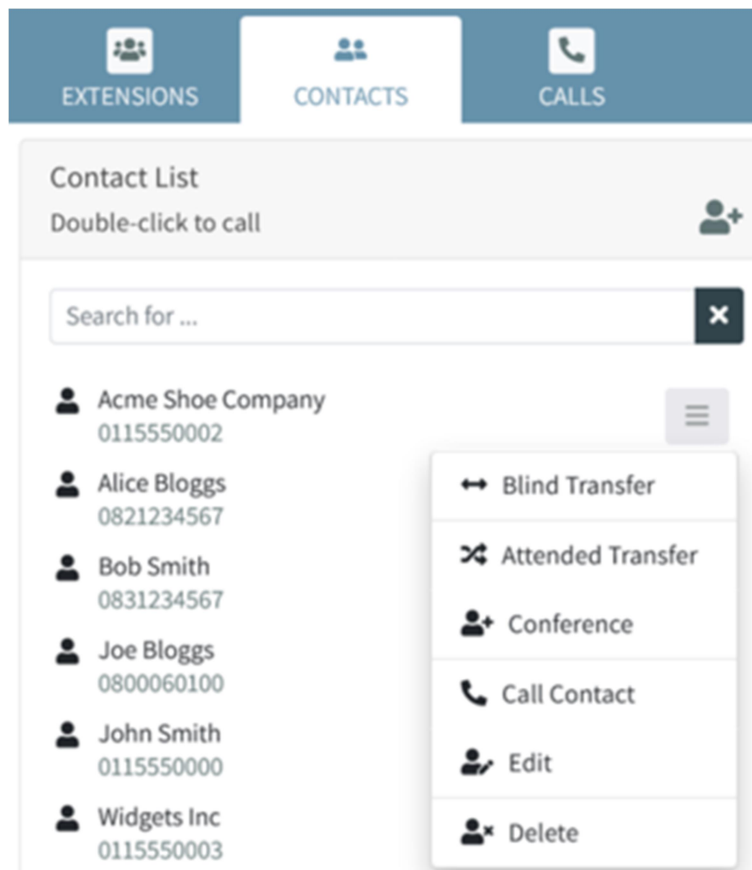
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Contacts Menu

On the far right of each contact, you'll find a menu button:

Click to activate a menu to perform actions on the contact. Some menu items are only available during an active call.

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Calls

This tab keeps the record of all calls; they are colour coded to help you quickly recognise them at a glance.

Incoming:

→ 23   Melanie Visser (Ext 23)
11/20 01:17:01 pm   00:00:16

Missed:

→ 20   David
11/20 02:33:19 pm   Rang for 03 sec

Dialed:

← 18   Jane Phillips (Ext 18)
11/18 08:04:02 am   00:14:02
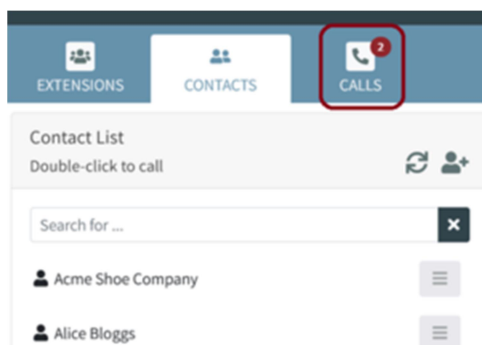
Dropped or unanswered:

← 27   Salome Johst (Ext 27)
11/16 12:04:31 pm   Rang for 01 sec

On the left-hand side, the arrow indicates the call direction, followed by the number and underneath you'll find the time of the call.
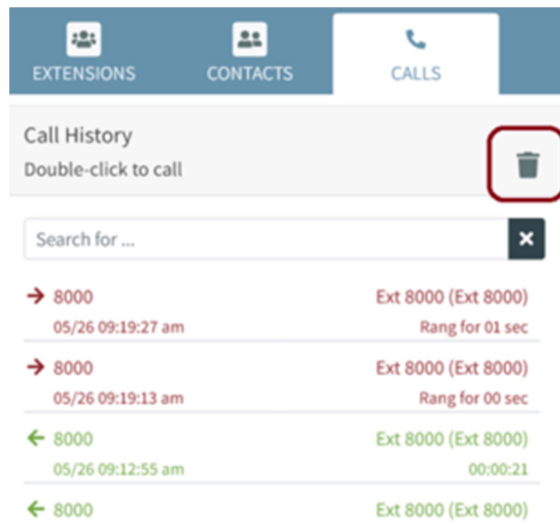
On the right-hand side you'll have the caller's name (if in the contact list – whether it's an extension or own added contact; otherwise the number) and underneath the call duration.

Missed Call(s) Indicator:

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Clear the call log by clicking on the button below:

Confirm that you want to delete **All** call records by clicking the "Yes, Clear" button:

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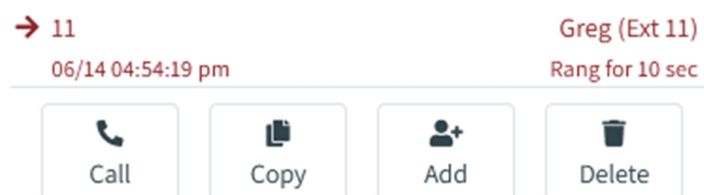Switch Telecom (Pty) Ltd.   Registration No. 2005/037954/07   Directors G.Massel S.Swanepoel

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SWITCH TELECOM SOFTPHONE USER MANUAL

Working with Call Log entries

Click on a call entry to activate the buttons below:

- Click the **Call** button to call the number or double click on the call entry.
- Click the **Copy** button to copy the missed call number to your clipboard.
- Click the **Add** button to create a new contact.
- Click the **Delete** button to delete the individual call log from your softphone.

Do Not Disturb

Do Not Disturb mode can be activated or deactivated by clicking the presence indicator next to the volume control.
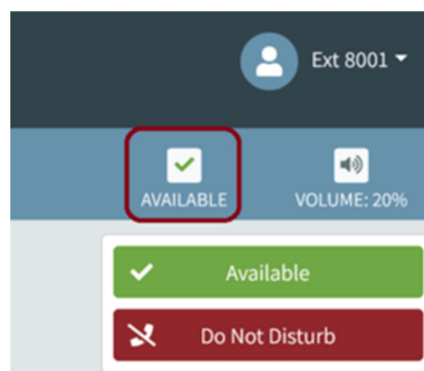
- Click to activate Do Not Disturb. While Do Not Disturb is active you will not receive call notifications and your phone will not ring.
- Click to deactivate Do Not Disturb and set your presence to Available.
- Your presence will display Do Not Disturb if it has been activated:

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Volume

Ring tone and call volume can be adjusted by clicking the volume control. Volume level will be retained even if you close your browser. Move the volume slider to the right to increase the volume. Move the volume slider to the left to decrease the volume.
The first slider adjusts the ringtone volume; the second slider adjusts the call volume.
Remember if you set the ringtone volume 0% incoming calls will still come into your softphone, if your browser is open, but you will not hear a ringing sound.
If the call volume is set to low you will not be able to hear the caller.
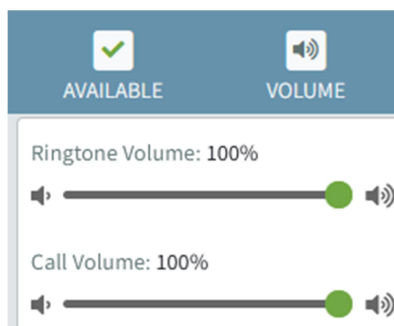
Phone Menu

To activate the menu click on your name in the top right hand corner of the softphone.
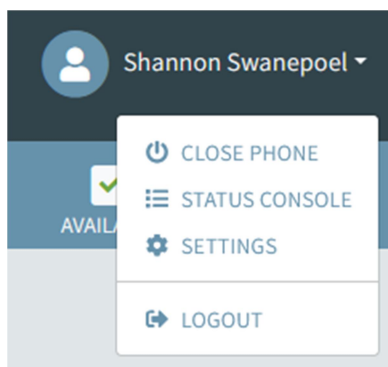
- **Close Phone**: Allows you to close the softphone which you can reopen any time without the need to enter an OTP again.
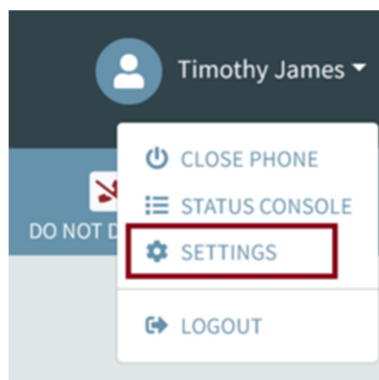
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Phone Menu Continued

- **Status Console**: Click to display the softphone status console. The status console keeps a record of all errors encountered on the softphone (sometimes without your knowledge). Should your softphone encounter an error and closing and opening your browser or rebooting your internet modem doesn't fix the problem you can contact Switch Telecom Support or your administrator. It's advisable to take a screenshot of the information within the Status Console in order to assist with the troubleshooting process.
- **Settings**: Use this menu to access the settings for your softphone
- **Logout**: Logging out not only closes the softphone, but also disconnects your softphone; which means you'll need to enter a new OTP again in order to activate the phone. Your administrator will be able to furnish you with a One Time Pin (OTP) in the event that you logout by accident.
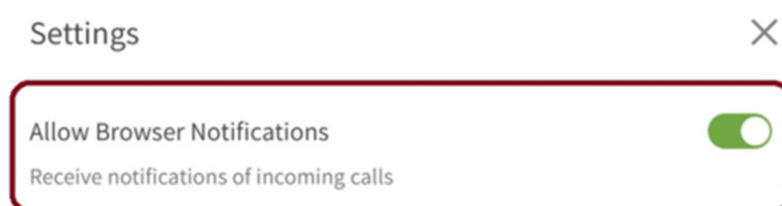
Browser Notifications

When using the softphone on a desktop PC using Edge, Firefox or Chrome browser notifications can be enabled to notify you of incoming calls.

To enable or disable browser notifications click on the **Settings** menu item


Toggle **Allow Browser Notifications** on to enable browser notifications. Toggle off to disable browser notifications.

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Browser Notifications Continued

Your browser will prompt you to allow your softphone to send notifications. Click **Allow** on the prompt.
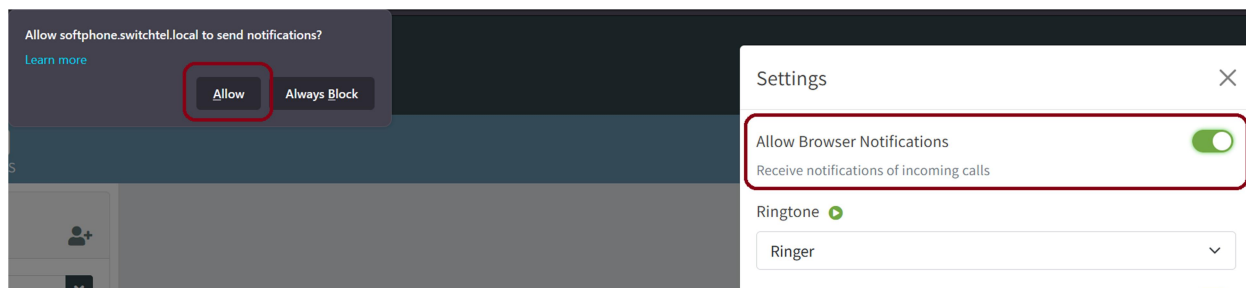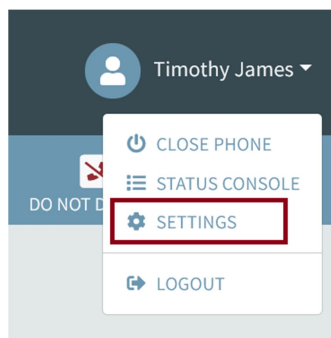

When browser notifications are allowed you will receive a notification of incoming calls if the softphone window is not currently visible. Click on the notifications to answer the calls.

Ring Tone

To change the incoming ringtone click on the **Settings** menu item.

From the ringtone drop down select a ringtone from the list of available options. Click the play icon to hear a preview of how the ringtone will sound.

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Ringtone Notifications Continued

The preview sound will play at the current volume you have set for ringtones. If the ringtone volume is too loud or too soft adjust the volume using the ringtone volume (see Volume section above).
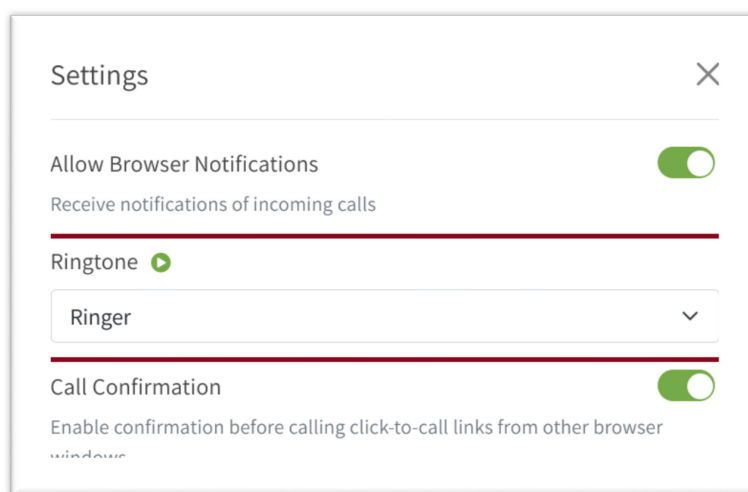
Click to Call

The **click to call** add-on is designed to work with your browser softphone. Installing the add-on will associate **click to call** links and detected phone numbers on any web page with your browser softphone. Click to call currently works with the Mozilla Firefox browser.

Installing the Add-on

Firefox Browser Instructions:
- Copy the address below into browser:
  https://switchtel.co.za/clientzone/downloads/switchtel-ff-addon.xpi
- Push the **Enter** key.
- You will be asked if you want to add the add-on to your browser
- Click the **Add** button
- Optionally you can allow the add-on to detect phone numbers in **Private windows**. If you require this tick **Allow** this extension to run in Private Windows. Click the Okay button

The add-on has been successfully installed

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Chrome Browser Instructions:
- Copy the address below into browser:
  https://chrome.google.com/webstore/detail/switch-telecom-softphone/dkmfhijfhfigkbepoaiiiamnfcmceiid
- Push the **Enter** key after pasting the address into your browser.
- Click the blue **Add** to Chrome button.
- You will be prompted to Add Switch Telecom Softphone Click to Call.
- Click **Add Extension**.
- You will then receive a prompt that the extension has been installed.
- The extension has now been successfully installed.

Using the Add-on

The add-on is designed to work seamlessly with your browser softphone and will work automatically in the background; even if your browser softphone is closed the add-on will launch the softphone for you.

Phone numbers on web pages that have been linked to your softphone will be indicated with a dotted blue line under the phone number. Clicking these links will open your softphone and call the number.
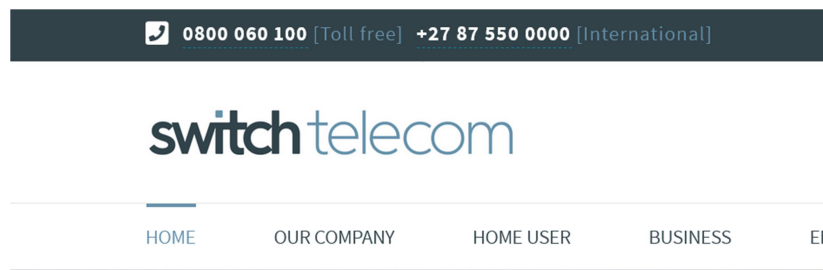
The softphone will prompt to confirm if you want to dial the dial. This is the default behaviour and we recommend keeping the confirmation prompt enabled, however should you not wish to receive the confirmation prompt you can disable it in the softphone settings (see below).

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Disable Phone Number Detection

To disable the add-on from detecting phone numbers on any website click the add-on icon in the top right corner and then set the **Detect Phone Numbers** toggle to off. The add-on will no longer attempt to detect phone numbers for the website.

Call Confirmation

This section is only applicable if you are using the Softphone **click to call** browser add-on (See page 14 of this manual).
To enable or disable the call confirmation prompt click on the Settings menu item.

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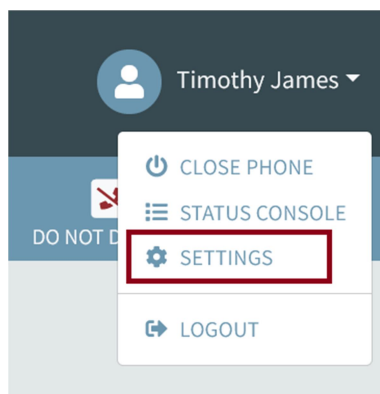
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Call Confirmation Continued

Toggle Call Confirmation on the enable the call confirmation prompt before the call is initiated when triggered using the browser add-on. Toggle off to disable the call confirmation prompt.

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Technical Contact (Administration) Access Only

If you are listed as a Technical Contact with Switch Telecom you'll be able to administer user access for the Switch Telecom Softphones.
Access to the Softphone can be found on the left-hand side menu under your **VPBX Details**.
You are able to generate a Softphone Invitation, which will email the users you have specified a link which will allow them to immediately start using the Softphone. You are also able to generate a One Time Pin (OTP) for each user's Softphone in the event that they have had to logout of the softphone. We have elected not to email out the OTPs for security reasons and we would recommend that if you have to supply the pin you give it to your users verbally.

Setting Up Softphone User Access:

- You will need to tick the box of the applicable extension that you wish to provision on the Softphone.
- The email address you provide is for the sole purpose of providing the user with a link to log onto their Softphone. Should you wish to update the user's email address permanently please do so in the **Extension section** of your Hosted Switchboard Services. If the email address has been set up within the Extension section of the Hosted Switchboard it will already be prepopulated.

Softphone Provisioning				
Select	**Ext**	**Enabled**	**Name**	**Provisioning Email**
☑	202	✓	Yolanda 202	email@yourdomain.co.za
☑	203	✓	Jane 203	email@yourdomain.co.za
☐	204	✓	Elisabeth 204	elisabeth@switchtel.co.za
☐	206	✓	Marie 206	email@yourdomain.co.za

Send Softphone Invitation   **Generate & View OTP(s)**

Once you've selected the extensions and added the email address of each user you would like to give Softphone access to, click **Send Softphone Invitation** for all new users on the Softphone, or **Generate & View OTP(s)** if you require the One Time Pin for an existing Softphone user.
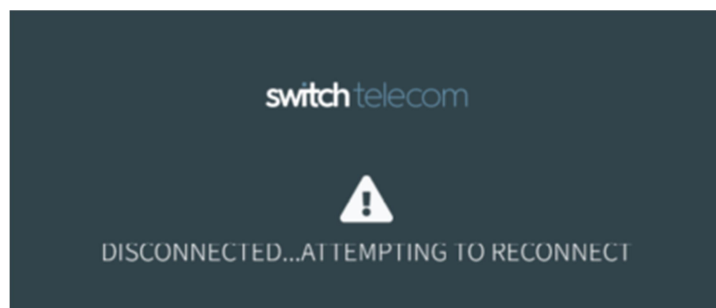
Lastly, for a great user experience a good quality USB headset is recommended.

## SWITCH TELECOM SOFTPHONE USER MANUAL

Troubleshooting

Issue: Softphone is disconnected.
Resolution: Check your internet connection. The softphone will reconnect when the internet connection is restored.

Issue: Authentication Failed.
Resolution: SIP credentials are no longer valid. Click Logout and re-provision the softphone with a new OTP. If you do not have technical access to the Switch Telecom Client Zone, please contact your IT administrator to arrange a new OTP.
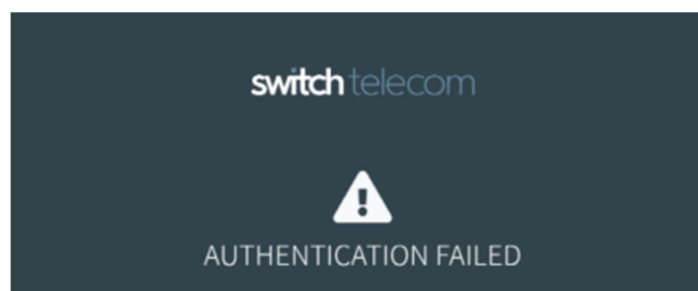
Issue: Number of allowed registered devices exceeded.
Resolution: There are too many registered devices using the same credentials. The maximum allowed on an extension is 3. Logout from one of your other devices and click **Refresh**. Please note that you might have to wait a number of minutes before clicking refresh in order for our server to update with the new extension credentials.
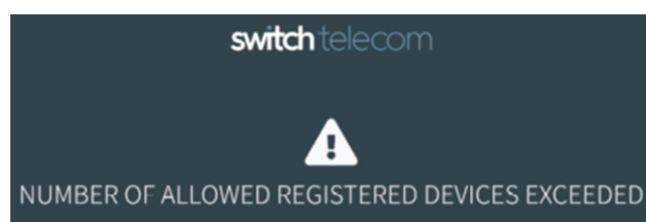
SWITCH TELECOM SOFTPHONE USER MANUAL

Troubleshooting Continued

Issue: Incoming call notification pop up isn't working.
Resolution: Check in your respective browser (Firefox, Chrome or Edge) that it is allowing notifications.
If the issue persists you'll need to disable "Do Not Disturb" in Windows by following these steps:

1) Click on the Windows start icon.
2) In the search box type "Notifications".
3) Select the first option from the results "Turn app notifications on or off".
4) Check that the first option "Notifications" is on.
5) Check that the second option "Do not disturb" is off.
6) In Windows, check that the browser you are using has notifications enabled.